METHODS, SYSTEMS AND COMPUTER PROGRAM PRODUCTS FOR COMPONENT MONITORING/ANALYSIS UTILIZING A SITUATIONAL REPRESENTATION OF COMPONENT STATUS

5 ## Abstract of the Disclosure

Problems are resolved in an application program that runs on an Information Technology (IT) infrastructure that includes IT components. A symptom is generated that identifies a problem in the application program. Selected IT components in the IT infrastructure that may cause the problem in the

10 application program are identified, based on the symptom. Status of the selected IT components is obtained by obtaining a respective situation for a respective IT component. The respective situation is one of a set of component-independent predefined situation categories that is associated with a respective selected IT component. The respective situations provide the status of the selected IT

15 components in a common situation format that includes the associated one of the component-independent predefined situation categories. The respective situations that are obtained are analyzed to identify at least one problem in the selected IT components that may cause the problem in the application program.